

## **JOB DETAIL – COMMUNICATIONS OPERATOR POSITION**

### **JOB SUMMARY**

Receives, processes and documents all calls for service for police, fire and medical assistance from the public and relay the information to the appropriate source for assistance. May be assigned to perform Public Safety Officer duties.

### **PRINCIPLE JOB DUTIES**

1. Answer emergency and non-emergency telephone lines obtaining information to process all calls for service and relay the information to the appropriate agency or field unit. Provide pre-arrival instructions in response to medical calls.
2. Make independent determination of appropriate actions to be taken concerning incoming calls and direct the appropriate responding units to ensure efficient and timely responses.
3. Monitor multiple radios, audio, visual and other equipment (i.e., alarm panel, security monitors, fire alarms, building security).
4. Log radio transactions into the computer aided dispatch (CAD) system or appropriate computer to identify current status and location of personnel and equipment. Complete and maintain daily significant activity log.
5. Make telephone contacts, wrecker notifications, warrant confirmations and call out contacts for field personnel.
6. Maintain rotation/request wrecker log, private vehicle tow log and vehicle repossession log.
7. Perform inquiries, entries, modifications and deletions into the Texas and National telecommunications networks.
8. Transfer calls to appropriate telephone extension, refer callers to the appropriate agency and record messages for department employees.
9. Maintain and update emergency contact file for residences and businesses.
10. Assist in the training of new personnel.
11. Perform related duties as assigned.

-

### **JOB QUALIFICATIONS**

Required: High school diploma or GED equivalent.  
Ability to type 30 words per minute, 35 words per minute preferred.  
Excellent oral and written communication skills.  
Ability to multi-task.  
Available to work shift work, weekends and holidays.  
Must not currently be or have been within the last ten (10) years on court-ordered community supervision or probation for any criminal offense of the grade of a Class B misdemeanor or above.  
May not have been convicted of an offense of the grade of a Class B misdemeanor or above within the last ten (10) years.  
May not have been, at any time, convicted of a felony offense or any family violence offense.

# **COLLEGE STATION POLICE DEPARTMENT COMMUNICATIONS OPERATOR SELECTION PROCESS FLOW CHART**

**Candidate Applies Before Application Closing Deadline**



**Written Examination Administered**



**Typing Test Administered**



**Records Check**



**Multi-Tasking Test Administered**



**Oral Interview**



**Fingerprint Check**



**Background Investigation**



**Interview with Chief of Police**



**Medical Examination\***



**Drug Screen\***



**Psychological Exam\***



**Candidate**

**Selected**

**OR**

**Application Held**

**For Future Consideration**

- ♦ Candidates will only complete this portion of the process after receiving a conditional offer of employment during the interview with the Chief.
- ♦ Candidates must be successful in each phase of the selection process.
- ♦ Candidates may be eliminated or disqualified at any point in the process for failure to meet the criteria set forth by the Police Department.
- ♦ Process from application deadline typically takes 30 to 90 days.

Those successfully completing the selection process will be placed on an eligibility list for 6 months. After 6 months the applicant must reapply. Candidates who fail the oral interview, background investigation, medical exam or drug screening portion of the selection process shall be notified in writing by the Human Resources Department, that they will be eligible to reapply for employment no sooner than one year from the date of the rejected application. Candidates who fail the aptitude test, typing test, or Perfex Multi-tasking test shall be notified in writing by Human Resources that they will be eligible to re-apply no sooner than 30 days from the date of the rejected application.

